



Job Description – Support Worker

Name:

Location:

Reports to Registered Manager:

Job Purpose:

To deliver high quality support to service users, as agreed in the person's support plan. To empower, encourage and enable people to lead fulfilling lives as valued members of the community.

Main Duties and Responsibilities

Providing Support

- To provide support that is consistent with individuals' support plans and which reflects their wishes and changing needs.
- To listen to the people you support and learn about their communication needs. To communicate with them in ways that they understand.
- To provide support in a way that increases each individual's independence and helps them to achieve their goals.
- To support and assist service users in the way they choose and need to complete personal care and household tasks. Examples are: shopping, meal preparation, cleaning, laundry, and personal care tasks such as bathing, washing hair, cutting fingernails, using the toilet.
- To support positively the ethos of supported living, and actively support people to do things in their local community and to be part of their local community.

- To support the service users in an appropriate professional manner in all aspects of their lives, be this personally, emotionally, physically, socially, or vocationally.
- To support people to maintain relationships with their family and friends. To encourage opportunities to expand their social network.
- To act as keyworker for service users if asked and contribute to their support plans.
- To understand and respect things which are important to individual service users.
- To encourage service users to make choices and decisions for themselves, and supports them to do new things in a way that keeps them safe, but does not allow concerns about safety to stop them doing the things they want to do.
- To work alongside the service users to ensure their support plans and documentation are relevant, up to date and accurate.
- To work alone if required by an individual's support plan.
- To be flexible in your approach and work for the benefit of the service users .
- To work sleep shifts or waking nights if required to do so.

Communication and Relationships

- To communicate openly and regularly with the manager, providing verbal and written reports as required, including in relation to the welfare of Service Users.
- To develop relationships of mutual respect and trust with service users and team members, by being open, communicative and continuously supportive.
- To develop and maintain open effective relationships with all people employed by Crimson Hill Support and external professionals and families.
- To maintain and adhere to recording and documentation systems
- To assist in the assessment, support planning, monitoring and on-going reviews of the service users' support.
- To adopt a welcoming and professional style in dealing with others during the course of your duties.
- To report any act or omission which could be thought of as abuse or which could put the safety, wellbeing or health of the service users and staff at risk.

Policies and Procedures

- To abide by and follow all Crimson Hill Support's policies, procedures, and guidelines.
- To ensure the health and safety of yourself, colleagues, service users and visitors.

Training

- To undertake any training required by the company.
- To undertake the Diploma in Health and Social Care if not already possessing this or a relevant NVQ qualification.

Other

- To undertake any other duties deemed appropriate and within the remit of the post.

Person Specification – Support Worker

Skills, Knowledge, Aptitude

Essential	Desirable	Means of Assessment
Literacy and numeracy		Application Form
Good communication skills		Interview
Understanding of people's rights	Knowledge of Health and Social Care Act, REACH Standards, and supported living ethos.	Interviews Service User Involvement Application Form
Flexibility and Reliability	Able to travel to different sites, and transport service users if needed	Application Form Interview References
Enthusiasm, motivation, dedication for working with people with learning disabilities	Experience, in similar field	Interviews Application Form References
Committed to working in a person centred way and to being led and guided by service users, needs, wishes and desires.		Interviews Service User Involvement Application Form

Qualifications and Training

Essential	Desirable	Means of Assessment
	NVQ2, or Diploma in Health and Social Care	Application Form Interview

Personal Attributes

Essential	Desirable	Means of Assessment
Personality: calm, caring, level headed, respectful, honest	Able to handle stressful situations	Interview Reference
Motivation: commitment, enthusiasm	Wants to develop self	Interviews Reference
Health: completes health questionnaire		Application Form Medical if necessary

Essential	Desirable	Means of Assessment
Initiative: able to organize own work	Experience of lone working,	Interview Application Form
Other: willing to undertake sleep in shifts, weekend and evening work	Full driving licence and access to vehicle.	Interview Application Form

Print:

Signed:

Date: